

The IPN DISPATCH



IPN Monthly Dispatcher Update

August 2017

DISPATCHER OF THE MONTH

We are pleased to announce that OHI004 has been named DOTM!

With only 18 months on, this Dispatcher has sent almost 850 incidents!

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

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PROGRAMMING UPDATE

Even though you do not always see it, our programming team is always working behind the scenes to make IPN better. Many of you took notice last month when pages suddenly started coming from what appeared to be a different service for our alerts. Please rest assured that this was only temporary. Because of a missing character in some new programming, our alerts stacked for about 6 hours and then dumped out from this secondary email server. Our admins noticed that there was an error and it was promptly corrected.

In regards to programming, we are pleased to announce that one of our busiest states, Florida, will be broken up into three segments in the near future. This will allow members to better define what they want to receive based on the section of Florida that they live or work in. The new regions will be South, Central and North. All dispatchers will retain their FLA IDs regardless of where you are located. This conversion will require taking the entire system off-line for a few hours. It will most likely happen on a Sunday morning

because that is our slowest day. Programming will do their best to give everyone a heads up before it takes place.



WE CAN DO THAT?

The local FD sends out a reported structure fire. The chief gets on the radio and says he has a loom up. There page is in queue and you can't wait for the first unit to arrive. The fire pump rolls in and reports, "Mobile home fully involved. No exposures. Can handle with 2 Engines. Return the Balance." WHAT! You throw your Fresca because you thought this was going to be a big fire and all you got was a Smoke Damage.

Those of us who are really into fire buffing have seen this so many times that we lost count. It is great that our members are disciplined enough that they wait for the arrival report but it really is a bummer that you can only get the damage page out... Or can you?

We know its not a 1 Alarm Fire because they did not call the working fire but perhaps there is another main stream category that works. In the past, Support has pushed for car fires to be sent to traffic. Why not send this mobile home

fire there as well? There was a ton of smoke and there is bound to be a ton of rubber-necking. Firefighters could be in the road and in danger of vehicles flying by. Police may or may not shut down the road to facilitate fire company operations.

The answer here is "yes." While it's not a 1 alarm fire this is a newsworthy event. It is totally acceptable to send a traffic page for something like this in addition to the Smoke/Fire Damage notification. You get credit for sending two pages even though it is a single incident.

Although we rarely send the same call to two different mainstream categories many times it is permissible to send one alert on main stream and a second to the expansion group. Keep in mind that most members do not get expansion so they rely on the main stream alert to get informed.



06-22-2017 |
Vancouver| 1 Alarm
Fire| | W 41st ave
& Maple st|E18 o/s
rpts smoke & flames
showing from Charlie
side of strip mall going
defensive| BCC007
|20:37

Photographed by
Shane MacKichan

07-26-2017 | CAL| Gaviota, CA
(Santa Barbara County)| 2 Alarm
Fire| 575 Refugio Rd | units
on scene of a fully involved
residence. | U/D: USFS
sending full alarm
assignment for 1 acre
vegetation spread.| CAL161

Photographed by
Zack Warburg



LODD NOTIFICATIONS

As everyone who has been here a while knows, IPN prides itself on professionalism. Although we have grown drastically in recent years, our core users remain police officers, firefighters, paramedics and EMTs. We have the utmost respect for members of each of these branches of public safety.

In a recent chat session, one member made the comment that line of duty notifications come faster in social media than on IPN. This is correct and it is something that we are proud of. While we do want to be on top of other incidents and send them in real time we never want to send death notifications of public safety personnel until an appropriate time. This is often the day after the loss occurs.

Just over three years ago there was an incident in Dallas, Texas. Firefighter Tanksley was operating on an incident and fell to his death from the overpass. Members covering the event released his name almost immediately over IPN. This was long before his family and fellow firefighters could be made aware. The backlash we received was overwhelming. We never want to be placed in this situation again.

Please refrain from including any personal info in a notification that involves a line of duty death. Those details should be sent to Support so that they can be sent in a LODD when the time is appropriate.



07-11-2017 | FLA | Delray Beach |
1 Alarm Fire | PBC 7A | SB Turnpike
@ Atlantic Ave | PBCFR Station-47
O/S multiple car carrier TT, cars on
fire on top of the carrier, 1st Alarm
arrival | FLA146 | 10:29

Photographed by David Coviello

MONTHLY STATS

The monthly stats are in for June and we are happy to see New York rallying for the top spot. They beat out California by just 42 incidents. Your top three states transmitted 2385, 2343 and 2093, respectively. Massachusetts and Illinois rounded out the top five for another month. Both states sent over 1,100 calls.

In the past we have said that every incident counts. This could not be any truer when looking at the states in the eighth and ninth slots. It was a tie! Ohio and Texas both had exactly 793 incidents. One state only needed one more page to jump ahead of the other. Because Ohio only has a single chapter and Texas has four, we felt it was fair to give Ohio the higher spot on the graph.

Nice work everyone!

January	February	March
New York	Florida	Florida
California	New York	New York
Florida	California	California
New Jersey	New Jersey	Mass
Texas	Mass	New Jersey
Mass	Pennsylvania	Maryland
Pennsylvania	Maryland	Illinois
Wisconsin	Texas	Texas
Ontario	Wisconsin	Ohio
Ohio	Illinois	Pennsylvania

April	May	June
Florida	California	New York
California	Florida	California
New York	New York	Florida
New Jersey	Mass	Mass
Illinois	Illinois	Illinois
Mass	Texas	New Jersey
Texas	New Jersey	Pennsylvania
Pennsylvania	Ohio	Ohio
Ohio	Pennsylvania	Texas
Maryland	Connecticut	Maryland



07-11-2017 | MIN| Hopkins, MN (Hennepin County)| 4 Alarm Fire| H Fire 3| 1402 Cambridge St| U/D: O/S of a 1 story house large attached garage with fire showing requesting 4th for stand by| MIN037| 20:58

Photographed by
Matt Nelson

HOUSEKEEPING RULES

We continue to see addresses being entered in new and unusual ways. For geocoding that is taking place behind the scenes we must have intersections entered the same by every member of the dispatch team. Use the & symbol (also called an ampersand) for all intersections.

Members of the hotline team have reported a major increase in the number of weather alerts being sent to them for relay to the respective chapters. Obviously, this can be overwhelming when one person is on the hotline and members are hammering them with T-Storm alerts as a cell moves through a region. This has resulted in other incidents being delayed.

It is okay if an alert or two comes in but please avoid sending dozens of weather pages through for relay. If it is that busy in the region then relays will need to be limited to Tornado Watches and Warnings. Remember to use IPN's mobile web access to send numerous local alerts.



06-28-2017 15:37 | Boston| 5+ Alarm Fire| 483.1875| 1977 Dorchester Ave|U/D: per C1 6th alarm, Def Ops fire on top flr of 6 story bldg under construction 200X50, acw| MAS235

**Photographed by Scott LaPrade
www.SmokeShowingPhotography.com**



DISPATCH TIP:

Here's a great example of an incident that was not paged because of its uniqueness. We don't have a category for a mattress in power lines! Since the road was temporarily closed so the sheriffs could remove the mattress, the call is considered a Traffic Advisory.

Photographed by Aaron Current on 07-18-2017 at 2085 RTE 196, Kingsbury, NY (Washington County).

ATTENTION WISCONSIN DISPATCHERS



On February 14th, the Town of Salem and the Village of Silver Lakes merged. The new name of the Town is **Salem Lakes**. This was brought to our attention and we modified the database accordingly a few months back. We are including this in the newsletter because several members continue to dispatch calls for these Kenosha County towns under their old town names. Please make a note of the new name when sending calls and transmit them accordingly.

07-01-2017 | CON | Wolcott, CT (New Haven County) | 1 Alarm Fire | 453.100 | 24 Birch St | E-4 o/s fire in a detached garage of a dwelling | CON203 | 22:51

Photographed by Rick Kulmann



CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

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HOTLINE INFO

Remember:
Provide all necessary
information and spell out
street names and towns.

Text: hotline@incidentpage.net

Toll-free Phone: 1-888-339-8259